Matching in the Context of Patient Access to Their Records

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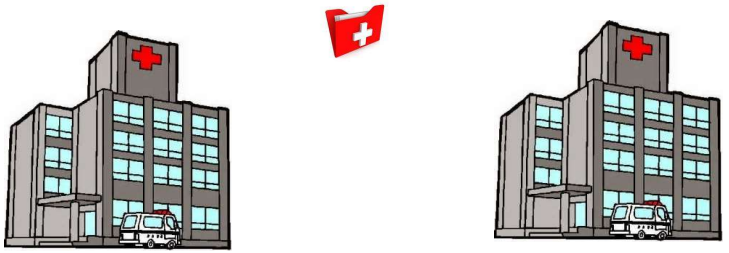
PARTNERS

The Pew Charitable Trusts…

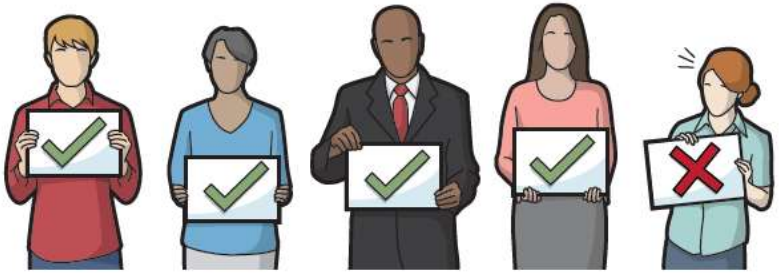
… is an independent, non-profit research and public policy organization. Our health IT work focuses on:

Patient safety

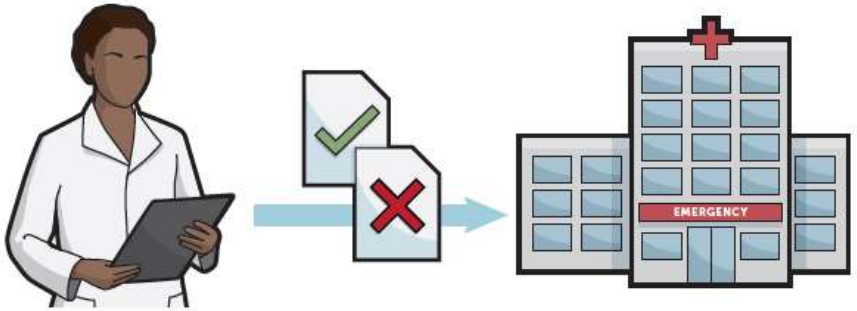


Interoperability

Point 1: We need to do better



Up to **1 in 5** patient records is not accurately matched within the same health care system.[1]



Up to half of patient records are not matched in transfers—e.g., from a rural doctor to an urban hospital.[2]

Common problems

Typos

A patient's name, address, birth date, phone number, or other identifying information is entered incorrectly.

Patient information changes

Patients move, get married, or change phone numbers, so their records are out of date.

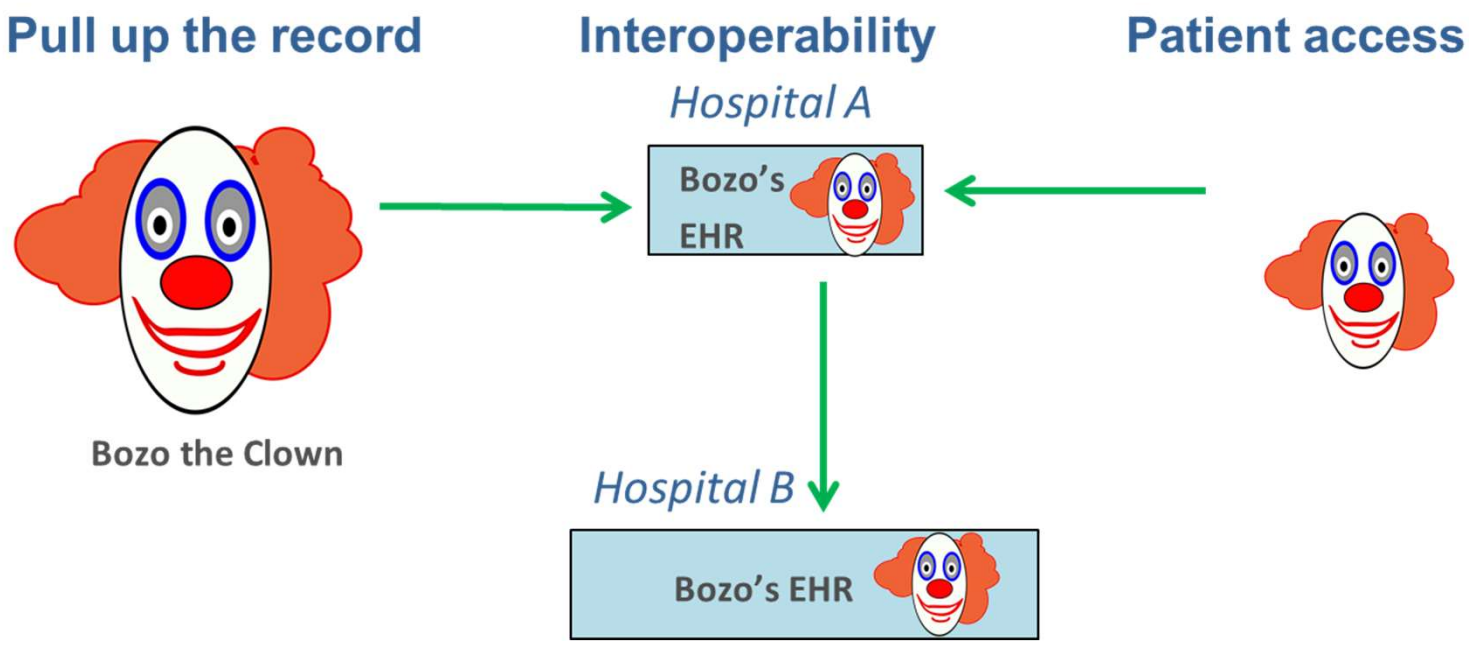
Data formatting

Patients' data are not standardized because EHR systems use formats that do not match.

Missing information

Useful patient information—such as a full middle or mother's maiden name—may not be recorded in the files.

Point 2: Where in the flow?



Point 3: Potential solutions

Unique identification

Patient-led approach

Demographic standards

Commercial data

Opportunity: Unique IDs

- Patients: preference for unique IDs, biometrics
  - Growing use and comfort with biometrics
- Providers:
  - Biometrics could help in emergencies and with misidentification
  - Say more vendors supporting biometrics
- Technical and costs barriers:
  - Biometric template challenges/privacy
  - Concerns around implementation, adoption, and expense

Opportunity: Patient-led

- Commissioned RAND report
  - Phone number verification
  - Smartphone app
  - Additional features
    - Virtual clipboard
    - Built into PHRs

- Mixed views from patient and providers
  - Patients: liked reduced paperwork, questioned widespread adoption
  - Providers: benefit for patient engagement, adoption/security concerns

Opportunity: Standardization

- Recommended for years
- Tested with Indiana University
- Focus groups supported uniform data capture
- Providers interviewed all agreed this is necessary
- Challenges remain with typos, missing, and inaccurate data

Data Element	Standardization
Last Name	CAQH normalization
Telephone number	ITU Recommendation E.123
SSN	Invalid numbers and hyphens removed
DOB	Converted to MM/DD/YYYY
Address	USPS format

Thank you!

For additional questions or information, please contact:

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